

Provider Update

SAN FRANCISCO
HEALTH PLAN™



Here for you

April 1, 2016

Please see these important updates from San Francisco Health Plan

Our April Update includes information on:

1. Advance Care Planning Now a Medi-Cal Benefit
2. New FSR Resources on Our Website
3. Learn the Lifestyle of a Care Event: From Authorization to Remittance
4. Summit Announcement: Coalition for Compassionate Care of California
5. Pharmacy Updates
6. Free SARC-SBIRT Training Session
7. Free Online CME: Acute Pain Management - Opioids
8. CURES Important Reminder

1. Advance Care Planning now a Medi-Cal Benefit

Two new advance care planning codes were introduced in 2015:

- 99497 - Advance Care Planning - by the physician or other qualified health care professional; first 30 minutes, face-to-face.
- 99498 - For each additional 30 minutes.

Effective immediately, and for service(s) dated back to November 1, 2015, Medi-Cal covers these services separately from usual visit codes. Please use these codes to indicate when you have provided and documented this service for your patients in advance care planning.

2. New FSR Resources on Our Website

The California Department of Health Care Services (DHCS) requires all Medi-Cal Managed Care Plans to conduct a Full Scope Facility Site Review (FSR), including Medical Record Review (MRR), of all Primary Care Provider sites as part of the initial credentialing process and at least every three years thereafter.

The new FSR resource section of [SFHP's website](#) provides an overview of the FSR process and a wealth of information and resources to help your practice prepare for and pass the FSR. Please contact Abby Wolf, RN, PHN, Nurse Specialist, Provider Quality and Outreach, at awolf@sfhp.org with any questions.

3. Learn the Life Cycle of a Care Event: From Authorization to Remittance

The Provider Experience Seminar

Thursday, May 19, 2016

8:00 am to 3:00 pm

Breakfast and lunch will be provided.

Learn the life cycle of a care event from Authorization to Remittance! Let us help you obtain authorizations, streamline processes, file few disputes, receive faster claim payments, and access provider resources.

Utilization Management

- Align your process for ease of authorization requests.
- Learn about what requires an authorization and what does not.
- Ask questions and receive feedback in real time.

Claims

- Claims department and billing process overview.
- Understanding the claims operation manual.

- Claims inquiries and disputes.

Provider Resources

- Understanding the network operations manual.
- Navigating SFHP's website and provider portal.
- Contacting SFHP.

RSVP today! To register, please send your RSVP to provider.relations@sfhp.org. Include your name, title, and company name. Space is limited.

4. Summit Announcement: Coalition for Compassionate Care of California

The Coalition for Compassionate Care of California's mission is to create a community where people explore their wishes for care towards the end of life, express these wishes, and have their wishes honored. They are offering their 8th Annual Palliative Care Summit on **May 12th and 13th** In Newport Beach, CA. For more information and to register, please visit [their website](#).

5. Pharmacy Updates

Zepatier

- Effective **March 4, 2016**, new Hepatitis C medication Zepatier (elbasvir and grazoprevir) can only be filled at SFHP's Specialty Pharmacy, US Bioservices. For any questions or to call in a prescription, please contact US Bioservices at 1(888) 518-7246 or 1(866) 223-7914 for Hepatitis C disease specific phone line.
- SFHP's specialty drug list is reviewed and updated regularly to reflect market changes. Please visit SFHP [website](#) to view current specialty drug list and summary of recent changes.
- As a reminder, SFHP uses the mandated California Department of Health Care Services (DHCS) Hepatitis C Treatment Policy for all Hepatitis C requests. DHCS Hepatitis C Treatment Policy can be found [here](#).

Formulary and Prior Authorization (PA) Criteria Changes

- Changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) Committee in January 2016.
- Important changes include the following:
 - Oxybutynin ER added to formulary; tolterodine, tolterodine ER, trospium and trospium ER added to formulary with step therapy requirement for oxybutynin
 - Arnuity Ellipta® inhaler and Asmanex® HFA inhaler added to formulary
 - Rifapentene (Priftin®) added to formulary
 - Metformin ER 750 mg tablet added to formulary
 - Revisions made to existing PA criteria (e.g. biologic medications, enteral nutrition products, dronabinol, etc) and 25 new PA criteria approved
- For a complete list of approved formulary and prior authorization criteria changes, please visit our [website](#). All changes are effective **March 1, 2016**. For formulary questions please visit our [website](#) or call SFHP pharmacy department at 1(415) 547-7818, ext. 7085, option 3.

Home Blood Pressure Monitors

SFHP is providing care support for Medi-Cal members and members with both Medi-Cal and Medicaid with hypertension by providing easy access to home blood pressure monitors through the pharmacy benefit. Effective **February 19, 2016**, SFHP is covering three preferred blood pressure monitors: Omron 3, 5 and 10 Series.

- The Omron 3 Series is easy and portable
- The Omron 5 Series is also portable and can monitor blood pressure for 2 family members
- The Omron 10 series supports the monitoring needs of your complex hypertension patients

Members can obtain one Omron 3, 5 and 10 Series blood pressure monitor every five years at their local pharmacy. Prior authorization is needed for all other blood pressure

monitors explaining why Omron Series blood pressure monitors cannot be used.

For any questions regarding blood pressure monitor coverage, please call SFHP pharmacy department at 1(415) 547-7818, ext. 7085, option 3.

Doxycycline Hyclate

Effective **March 17, 2016**, doxycycline hyclate 100 mg capsule and tablet have been added to SFHP formulary with a quantity limit of #2 per day. Doxycycline monohydrate 50 mg capsule and 100 mg capsule and tablet are remaining on formulary with a quantity limit of 2 per day.

For formulary questions please visit our [website](#) or call SFHP pharmacy department at 415-547-7818, ext.7085, option 3.

6. Free SARC-SBIRT Training Series

April 6, 2016, 12:45 p.m. - 5:00 p.m.

Laguna Honda Hospital
Moran Hall
375 Laguna Honda Blvd.
San Francisco, CA 94116

April 7, 2016, 9:00 a.m. - 1:15 p.m.

Sierra Health Foundation
Bannon Island
1321 Garden Highway
Sacramento, CA 95833

[View flyer.](#)

The Substance Abuse Research Consortium will be holding a training session in San Francisco and Sacramento. The SARC-SBIRT Training series is a collaboration between DHCS, Pacific Southwest ATTC, UCLA, SFDPH, & SFHN. This training will focus on screening procedures to identify risk; key motivational interviewing concepts and

principles that are tied to effective use of the FLO (Feedback; Listen and Understand; Options Explored) brief intervention; and referral to treatment for patients with more serious substance use-related problems. Click [here](#) to register. Information for locations, dates, and times are below:

7. Free Online CME - Acute Pain Management - Opioids

[View flyer.](#)

We are delighted to announce the release of Acute Pain Management: Putting use of Opioids in Proper Perspective.

Developed by SFHP, SF Safety Net Pain Management Workgroup, and Quality Healthcare Concepts, this 1 hour 1 CME experience teaches an evidence-based approach to using opioids to treat acute pain.

Content includes risk assessment, alternative treatments, dose & duration guidelines, and video case vignettes to practice new strategies for conversations with acute pain patients.

The link to the training can be found on the SFHP Pain Management Program [website](#).

8. CURES Important Reminder

By July 1, 2016 all physicians who are authorized to prescribe, order, administer, furnish or dispense Schedules II, III, or IV controlled substances MUST BE registered with the CURES system (Controlled Substance Utilization Review and Evaluation System).

The California Medical Association is hosting a webinar with the Department of Justice to provide an overview of the registration process and key features of the newly upgraded system.

This webinar is free to all attendees. For more information on this webinar click [here](#). To register for CURES, please visit the Department of Justice's registration [page](#).

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext.**

7084, Provider.Relations@sfhp.org or

Chief Medical Officer **Jim Glauber, MD, MPH**, at jglauber@sfhp.org.

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